

Question and Answer  
Managed Care Organizations  
Part of the Population Health Webinar  
August 27, 2019

1. **Question:** Who is our contact at United if our HD is interested in the Gaps in Care reports at Osage County?

**Answer:** You can always contact myself, Kasey Mullins ([Kasey\\_j\\_mullins@uhc.com](mailto:Kasey_j_mullins@uhc.com)) or the clinical practice consultant (CPC) in your territory. Your CPC is Stephenie Morris, [stephenie\\_j\\_morris@uhc.com](mailto:stephenie_j_morris@uhc.com).

2. **Question:** For United, who do we contact to receive the Gap in Care reports at Gray County?

**Answer:** You can always contact myself, Kasey Mullins ([Kasey\\_j\\_mullins@uhc.com](mailto:Kasey_j_mullins@uhc.com)) or the clinical practice consultant (CPC) in your territory. Your CPC is Shelbi Nolde, since we do not have a current sign agreement from your health department she typically wouldn't come by to talk to your staff. However, we can certainly send her out there to talk with you.

3. **Question:** For Sunflower, who do we contact to receive the Gap in Care reports?

**Answer:** Derek Feagans at [derek.r.feagans@sunflowerhealthplan.com](mailto:derek.r.feagans@sunflowerhealthplan.com)

4. **Question:** What is the status on Aetna claims? Do we resend or will they be taken care of by Aetna?

**Answer:** In most cases we are able to reprocess claims that require a fix on Aetna's side or will move them from pending to paid or denied status without asking providers to do anything. To answer your question specifically, I'd need the name of the health department or provider you represent.

5. **Question:** Could you give me the contact information for UHC representative, Ford County, and how do we get a copy of the agreement to review?

**Answer:** You can always contact myself, or the clinical practice consultant (CPC) in your territory. Your CPC is Shelbi Nolde ([shelbi.nolde@uhc.com](mailto:shelbi.nolde@uhc.com)), since we do not have a current sign agreement from your health department she typically wouldn't come by to talk to your staff. However, we can certainly send her out there to talk with you. We can also send you the agreement and you can fax it back to us.

6. **Question:** In reference to Sunflower's My Health Pays member rewards program. Is this card sent automatically or do clients need to ask for it?

**Answer:** My Health Pays reward dollars are added to a member's (client) rewards card after we process the claim for each activity they have completed. If they are earning their first reward, their My Health Pays™ Visa® Prepaid Card is mailed to them. For more information please visit <https://www.sunflowerhealthplan.com/members/medicaid/benefits-services/healthy-rewards-program.html>

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7. **Question:** How are you defining the difference between a well care visit & a well care visit with their PCP?

**Answer:** Care gap closure is based on claim codes and not provider. A member is not restricted to their PCP for well care visits. As long as the member sees a qualified provider and the claim is submitted appropriately it will count.

8. **Question:** And how are these 2 coded differently.

**Answer:** Sunflower follows the NCQA HEDIS guidelines for codes that indicate a well care visit. See question above.

9. **Question:** How & when do pregnant women on Mdcdc access a breast pump through Mdcd before delivery?

**Answer:** Information can be found at <https://www.sunflowerhealthplan.com/members/medicaid/benefits-services/benefits-overview.html> > Pregnancy & Newborn Services.

10. **Question:** Could they responded to all of us?

**Answer:** All respondent questions are posted here along with the responses from the organizations who participated.